

## **CUSTOMER SERVICE PROJECTS COORDINATOR**

### **DISTINGUISHING FEATURES**

The fundamental reason the Customer Service Projects Coordinator exists is to perform technical related tasks and exercise independent judgment of assigned duties in the Tax and License Department within the Customer Service Division. This classification is not supervisory. Work is performed under general supervision by a Customer Service Manager.

### **ESSENTIAL FUNCTIONS**

Analysis and set up of calculation, rule and policy tables in the BANNER licensing system.

Testing of new and enhanced licensing and tax return systems

Trouble-shooting and analysis of Tax and License system problems before forwarding problem to IS.

Correcting system problems when they are within the realm of system tables and knowledge base.

Assist in training on the BANNER and STARS systems.

Coordination with IS programming/development staff for runs, test plans, etc.

Preparation of data and check requisitions for approximately 4 payback agreements.

Initiates daily system runs

### **MINIMUM QUALIFICATIONS**

#### **Knowledge, Skills, and Abilities**

Knowledge of:  
Tax and License computer systems.

Ability to:

Make relatively complex testing revisions and enhancements to the computer system.

Use a personal computer, a variety of computer software, and other equipment essential to performing daily activities that requires continuous and repetitive eye and arm or hand movement.

Establish and maintain effective working relationships with City employees at all levels.

Communicate effectively, both orally and in writing, with all levels of City staff and the general public.

Demonstrate the willingness to assume ownership in completion of assigned tasks.

Maintain regular consistent attendance and punctuality.

**Education & Experience**

Any combination of training, education, and experience equivalent to a minimum of two years recent and responsible experience or a combination of training and experience as a Customer Service Representative including technical knowledge of existing tax and license computer system.

FLSA Status: Exempt

HR Ordinance Status: Unclassified